

SEAMLESS OVERPAYMENT RECOVERY SERVICE (SEAMLESS ORS) FLOW CHART

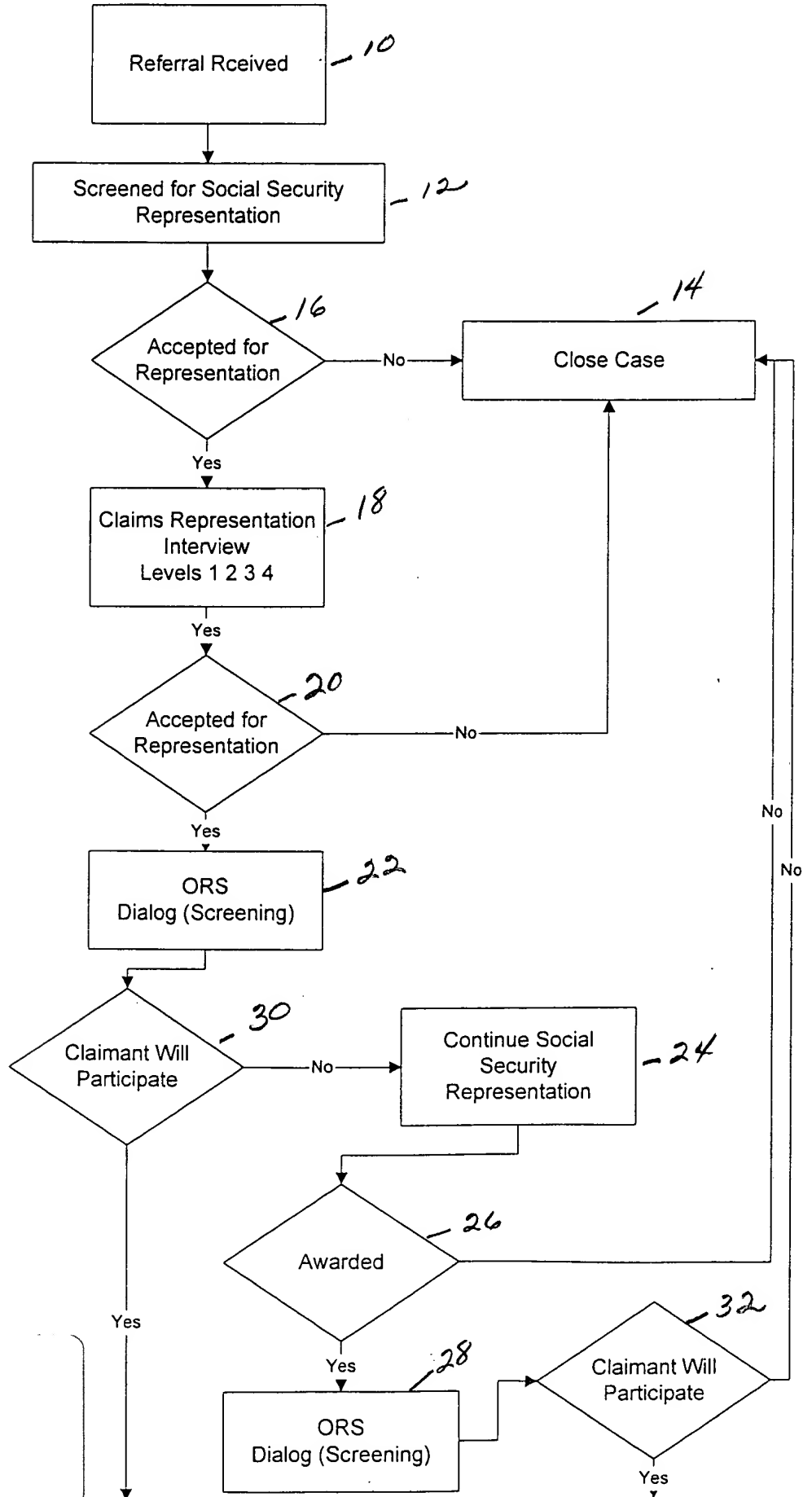


FIGURE 1

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART
(SEAMLESS ORS)

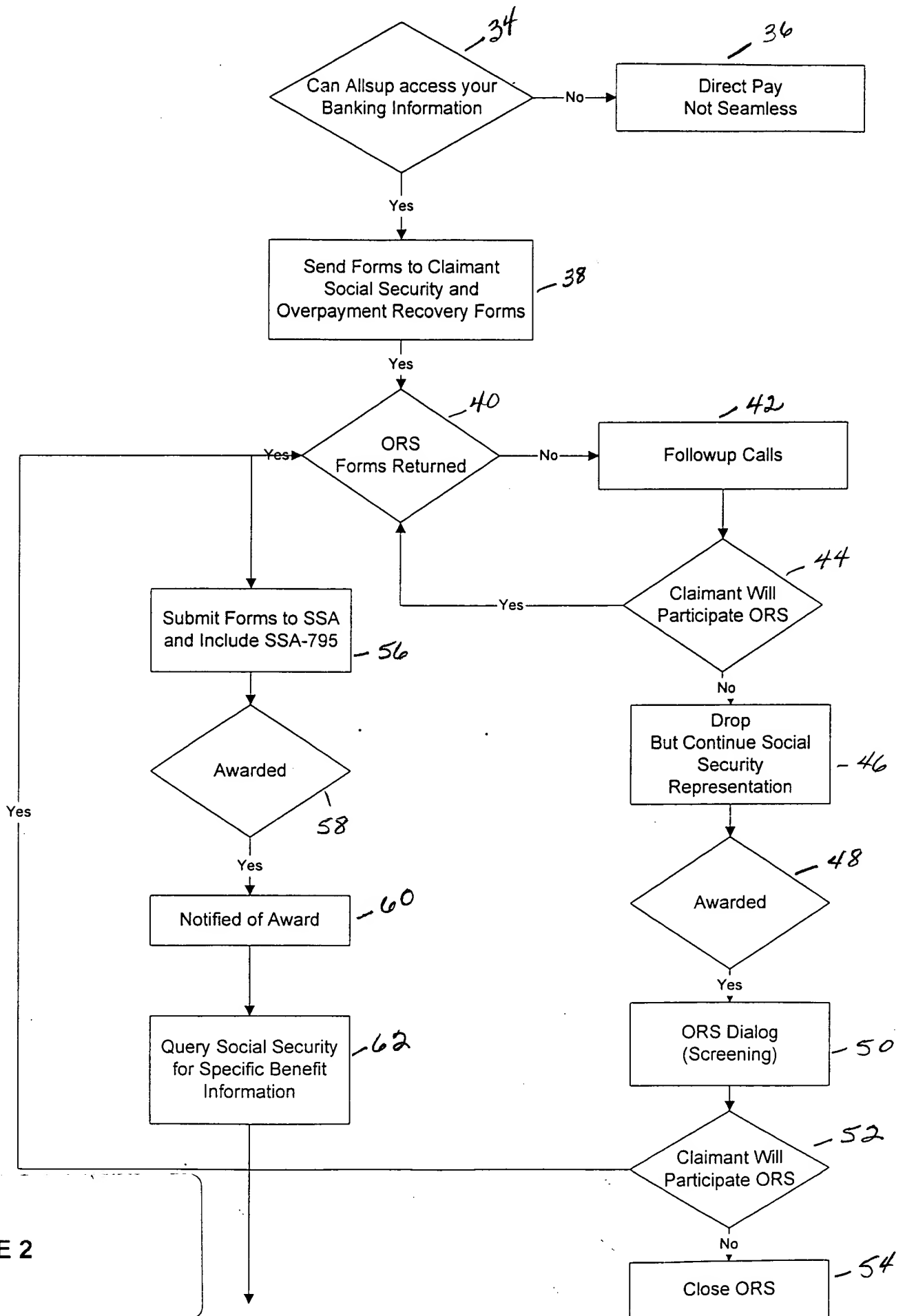


FIGURE 2

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART
(SEAMLESS ORS)

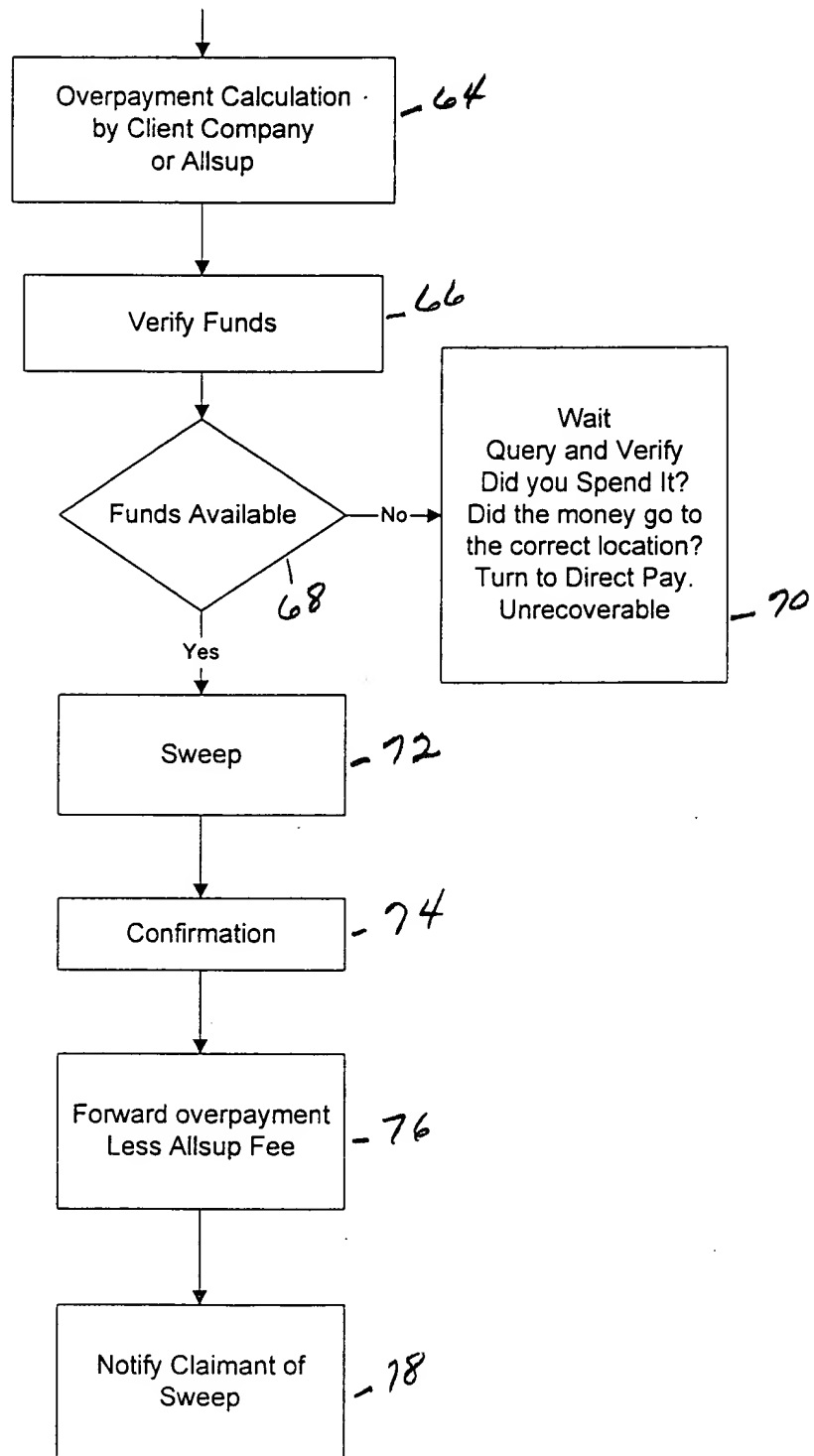


FIGURE 3

Overpayment Recovery Service Input Screens

FIGURE 4

SmartWare for Windows (New Version)

Window 1
ORSDATA5.UW
SCREEN 1

SSR Case ORS Data File

07/26/2000
02:42:20P

Client Co :
Site ID :
Employer :
SSN : Deceased/No Mail:
Claimant :
Address 1 :
Address 2 :
City/St/Zip :
Consultant :
Assistant :
Level/Sts :
Claim Nbr. :
Clmt Elctd :
AOD :

PgDn For Client Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 5

SmartWare for Windows (New Version)

Window 1
ORSDATA5.UW
SCREEN 2

SSR Case ORS Data File

07/26/2000
02:42:20P

Initial Forms to Clmt : Did Allsup do Initial App :
Initial Forms FU : Initial App Status :
Initial Forms to SSA : Recon Forms FU :

ORS Status :
ORS Comment :
NQ Reason :
Current ORS Stage : AltF5 Me
ORS FU Date : Type : Assigned 2 :
Lead ORS FU Date : Type : Lead Assng :
Initial Referral Status : PENDING Dir Pay Option Avail Y
SSA Form 795 :

Call Transistioned By Rep : Claimant Incentive :
ORS Group :
PgDn For Talk Sheet

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

Overpayment Recovery Service Input Screens

FIGURE 6

SmartWare for Windows (New Version)

Window 1

ORSDATA5.UW 07/26/2000

SCREEN 3 SSR Case ORS Data File 02:42:20P

Case Received : Direct Pay Only

Bank Forms to Claimant : ORS Init Letter :

Banks Forms Received From Claimant : ORS Auth Recvd :

Bank Account Transfer Date :

ORS Repayment Method/Acct Type :

Case Returned : Time : 0

Op to Client :

Op from Client : Time : 0

Op Received : Time : 0

ORS Closed :

Page Down For Bank Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 7

SmartWare for Windows (New Version)

Window 1

ORSDATA5.UW 07/26/2000

SCREEN 4 SSR Case ORS Data File 02:42:20P

Talksheet

Date	Comment	Emp
07/18/2000		
07/18/2000		
03/24/2000		
03/01/2000		
03/01/2000		
02/09/1999		
12/10/1997		
12/10/1997		
04/10/1997		

Page Down For Fee Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 8

FIGURE 9

- 3 -

Overpayment Recovery Service
Input Screens

SmartWare for Windows (New Version)

Window 1

End of Data

Fee Rate : 1.0
Clnt LORS : Y
ORS Rate :
ORS Part. : Y
Retro
SSI Retro
Dep Retro
LORS OP Amt \$0.00
Amount 24.74
LORS Fee \$0.00
ORS Quarter
Percent of Stmt
ORS Amt Due Client 0.00

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.vw Window:1 Rec:1 (1)

Load Create Modify Save Unload Activate Display-Active Import Export Password

PASS ENVIRONMENT

AUTOMATED FEDERAL FORM PROGRAMS

1696
SSA-16-F6
SSA-795
SSA-3369
SSA-3368
SSA-4-BK
SSA-11
SSA-546
SSA-1709
SSA-821
SSA-795 Standard
Report of Contact
SSA-561-U2
SSA-3441-F6
HA-501-U2
HA-4486
HA-520
827-CA
827-IA
827-IL
827-KAISER
827-MAYO
827-NATIONAL
827-OH
827-OK
827-TX
827-VETERANS ADMINISTRATION
827-WI

-80

FIGURE 11

PASS

Once Federal Forms
are completed the
Pass Review is
Populate for Review
within the above
process

-82

Prescription
Drugs

-84

Worker's
Compensation

-86

Financial
Services

-88

LTD
Medicare

-90

0072066950

PASS WORKFLOW

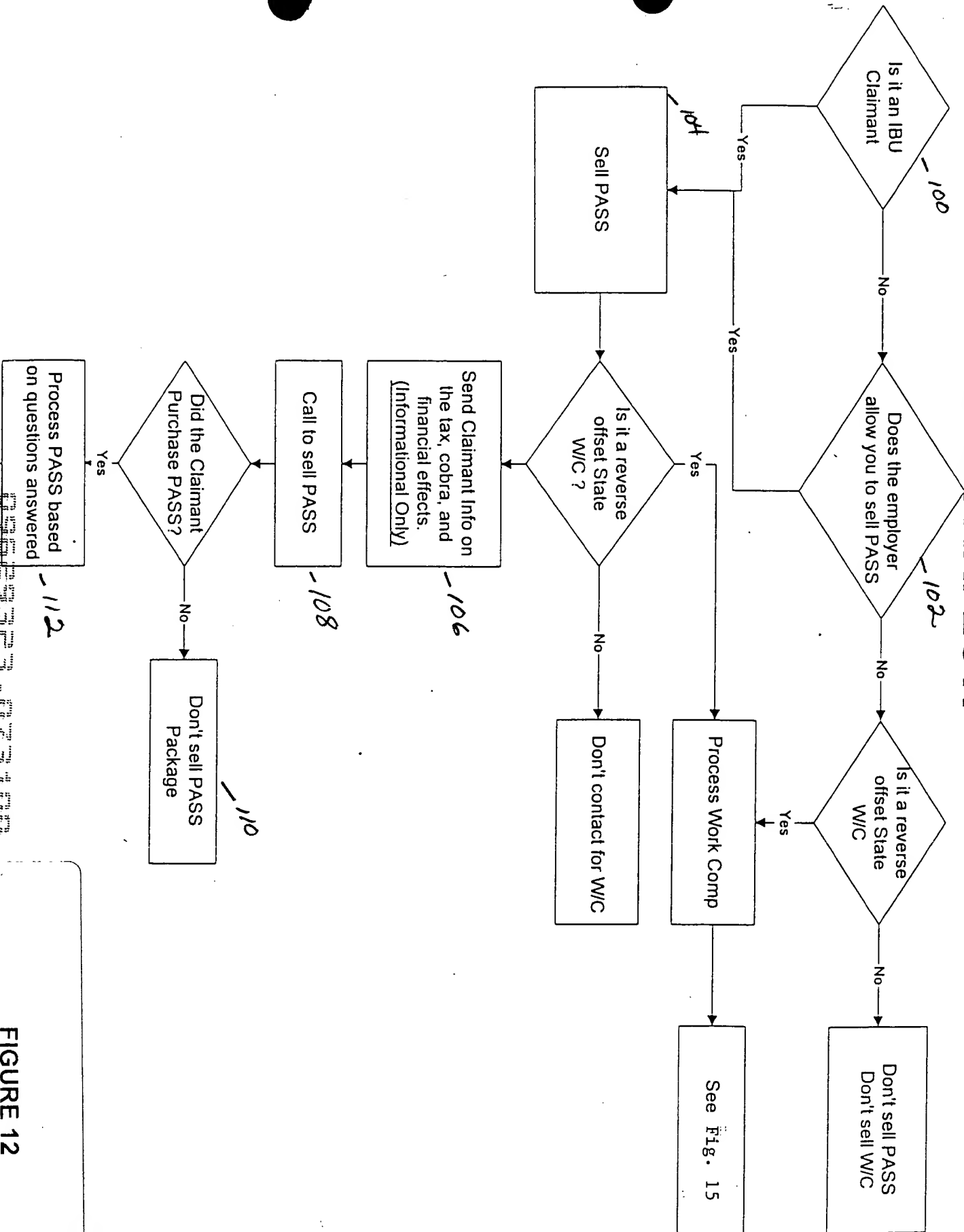


FIGURE 12

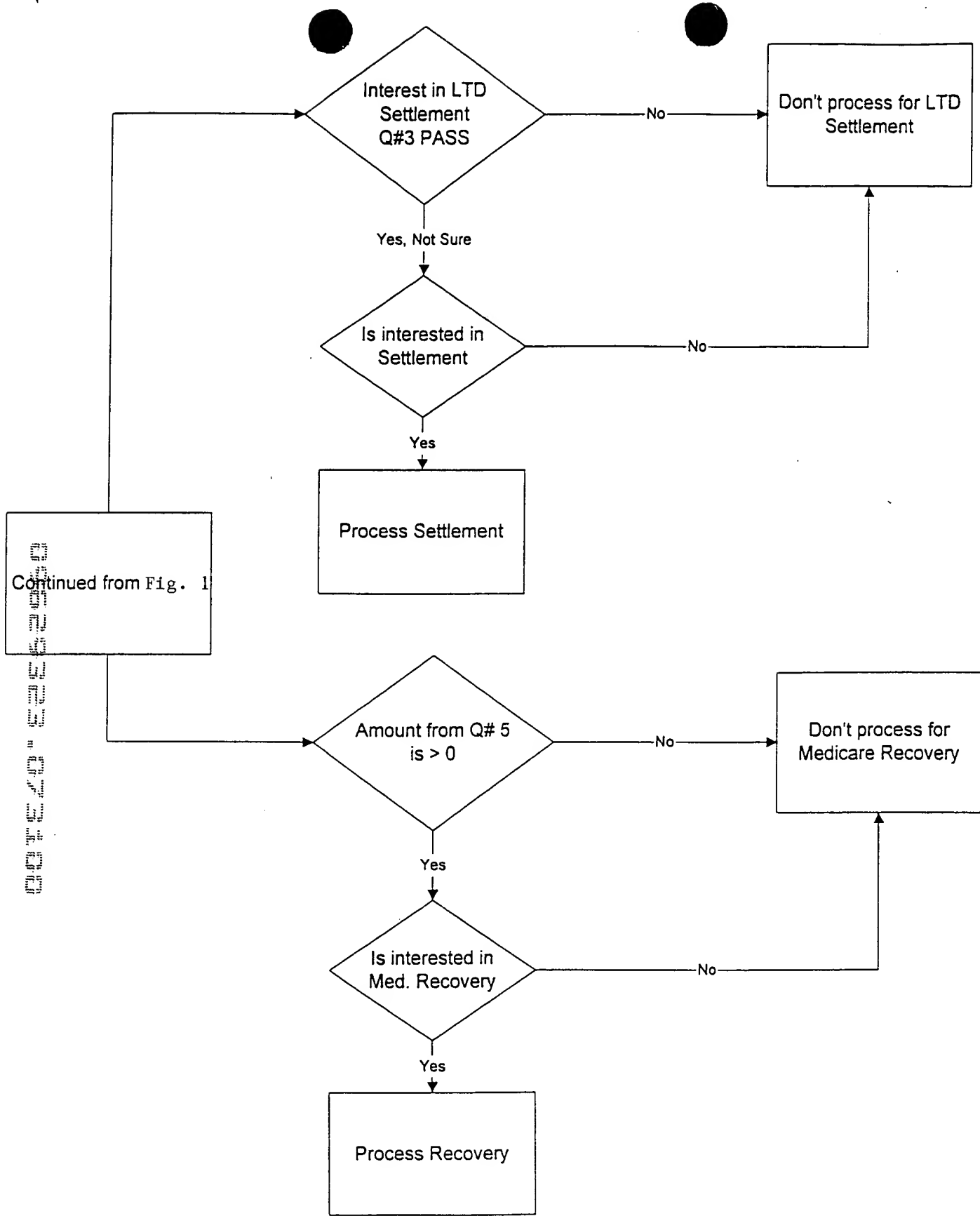


FIGURE 13

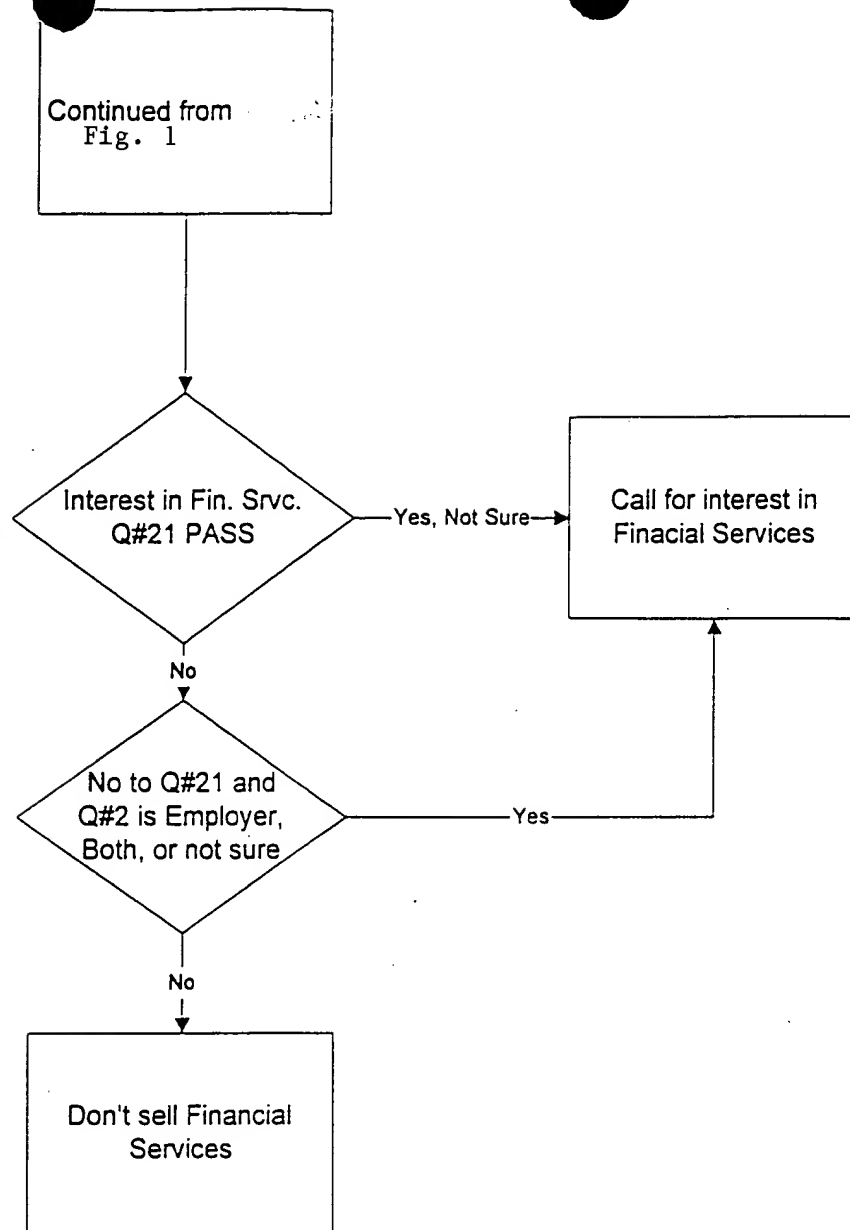


FIGURE 14

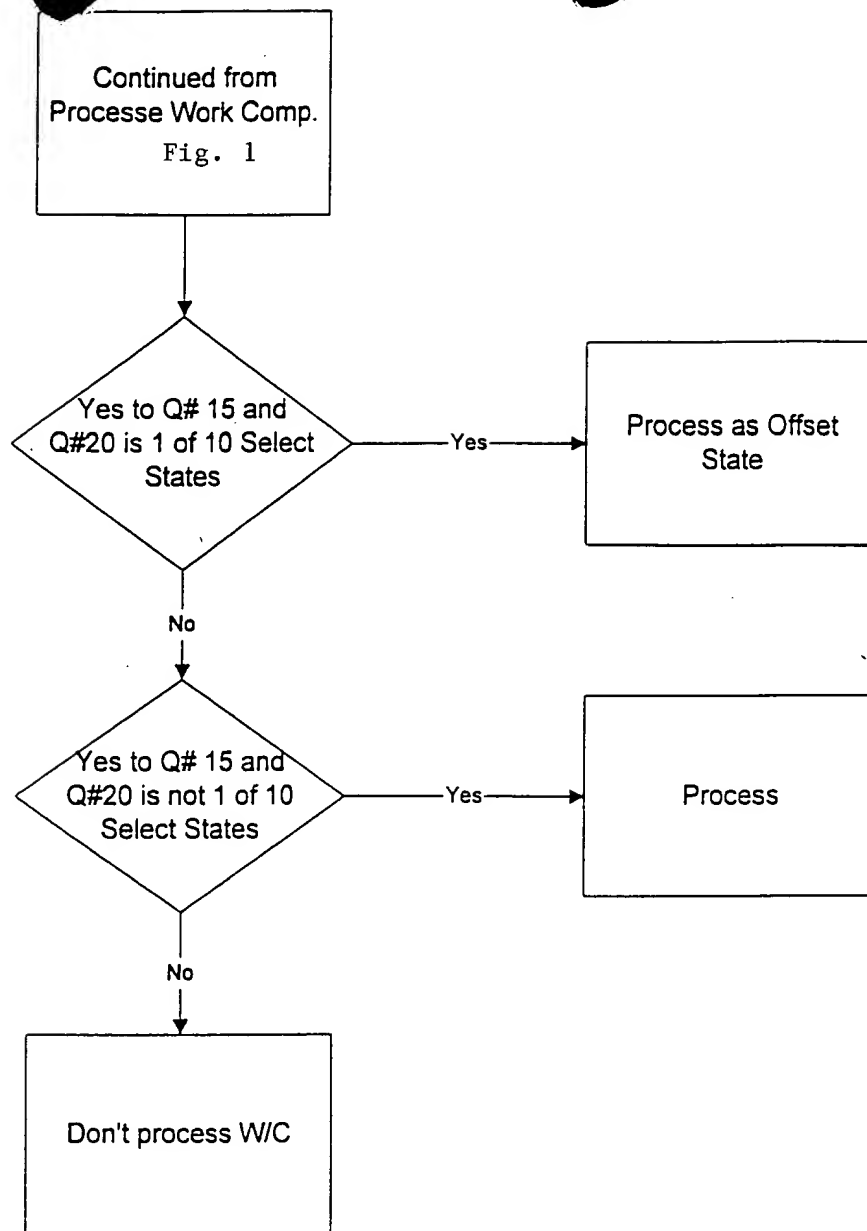


FIGURE 15

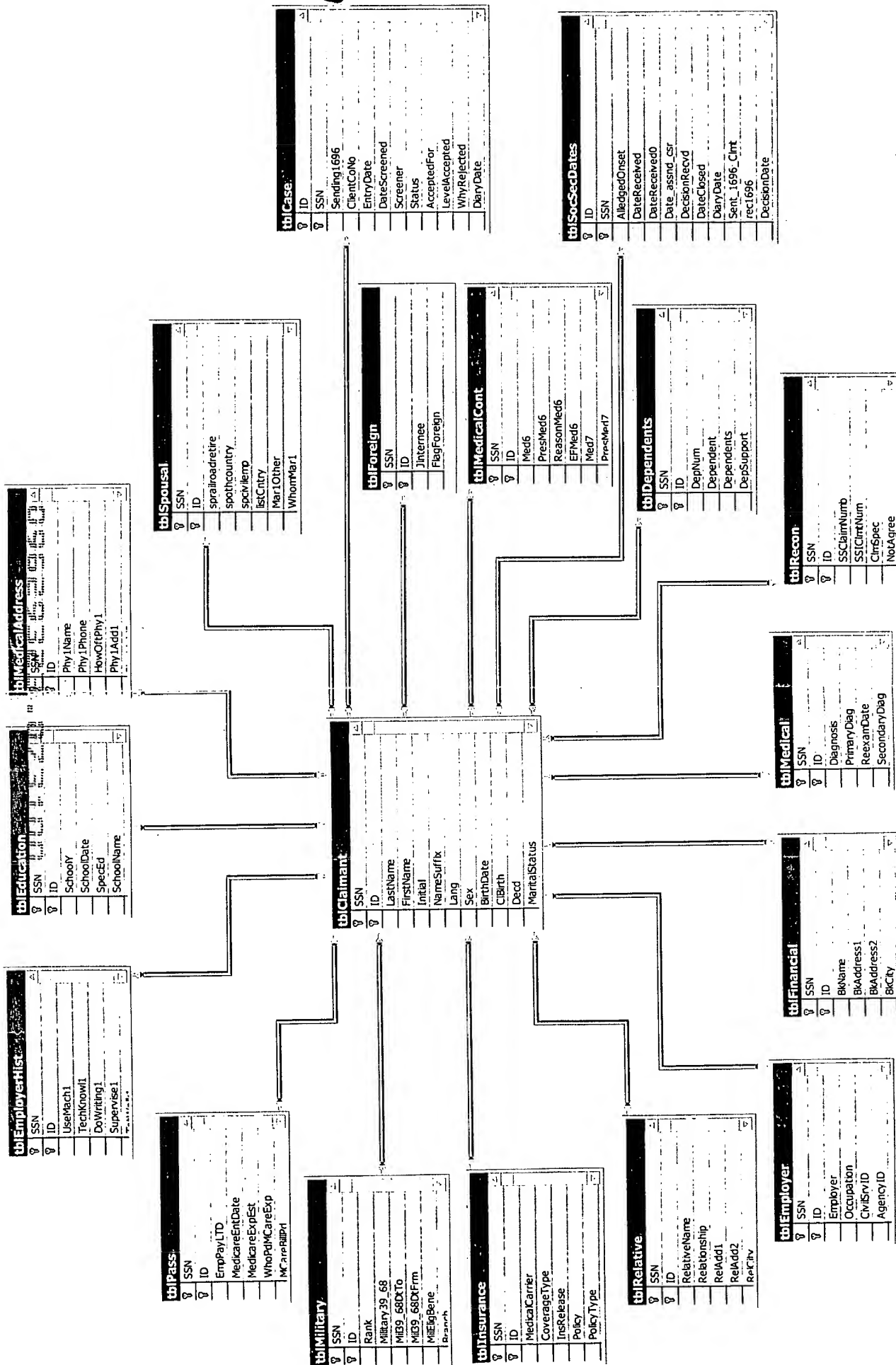


FIGURE 16